

Microsoft 365 and Copilot Business Change and Adoption

G-Cloud 15 Service Description

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1 Business Outcome

As organisations accelerate their move to modern, AI-enabled digital ways of working, Microsoft 365 and Microsoft Copilot play a critical role in enhancing productivity, improving collaboration and enabling employees to work smarter. However, technology alone does not guarantee value. Without effective change management and sustained user adoption, businesses risk low utilisation, inconsistent behaviours and missed opportunities for innovation and efficiency.

Nasstar's Microsoft 365 and Copilot Business Change and Adoption Services help organisations unlock the full benefits of their Microsoft investment by embedding new ways of working, empowering users to adopt AI-enhanced tools responsibly and confidently, and aligning adoption to clear business outcomes. Our approach ensures that the introduction of Copilot builds on a strong foundation of Microsoft 365 maturity, digital skills and organisational readiness.

Through structured change methodologies, stakeholder engagement, targeted training and user-centric adoption strategies, Nasstar guides organisations through the cultural and behavioural shift required to successfully embrace Microsoft 365 and Copilot AI technologies. Our experienced consultants provide the frameworks, insights and support required to accelerate value realisation, reduce resistance and ensure that AI-powered productivity becomes a sustainable part of everyday working practices.



2 What Does the Service Include?

2.1 Managed Cyber Security Overview

Successfully rolling out Microsoft 365 and Copilot AI technologies requires more than deployment - it demands thoughtful preparation, well-designed communications, clear governance and a focus on behavioural change. Many organisations struggle with inconsistent use of Microsoft 365 and Copilot AI tools, limited digital skills, uncertainty around AI best practices and governance, or a lack of clarity on how Copilot should be applied across roles and teams. Nasstar's Change and Adoption Services are designed to address these challenges head-on.

Our approach blends proven adoption frameworks with practical Microsoft 365 and Copilot expertise to ensure users understand the benefits, learn how to use the tools effectively and adopt them safely and sustainably. By combining stakeholder engagement, persona-based training and hands-on enablement, we ensure that people feel confident, supported and ready to embrace AI-enhanced ways of working.

Key service components include:

- **Change Strategy & Adoption Roadmap**
Development of a structured change plan covering Microsoft 365 and Copilot readiness, adoption priorities and business-aligned outcomes.
- **AI Readiness & Impact Assessment**
Evaluation of organisational preparedness, user personas, digital skills, data protection needs and role-specific Copilot use cases.
- **Communications & Engagement**
Clear, targeted messaging that explains the benefits, addresses concerns around AI, and builds awareness across different user groups.
- **Training & Enablement for Microsoft 365 and Copilot**
Practical, outcome-driven learning covering core Microsoft 365 capabilities plus role-based Copilot training, including prompts, scenarios and best practices.
- **Champions Network & Community Building**
Establishment and enablement of internal champions who promote best practice, support peers and drive momentum throughout the organisation.
- **Launch, Go-Live & Hypercare Support**
Hands-on adoption support, live Q&A sessions, floor-walking (virtual or on-site), and rapid-response guidance during rollout.
- **Benefits Realisation & Adoption Analytics**
Tracking of usage, adoption rates, behavioural change and business value—ensuring ongoing optimisation and measurable outcomes.

Underpinned by structured change disciplines -stakeholder management, communications planning, risk assessment and adoption measurement - Nasstar ensures organisations deploy Microsoft 365 and Copilot safely, confidently and effectively.

With deep Microsoft expertise, strong change management capability and extensive experience delivering enterprise-scale transformation, Nasstar acts as a trusted partner to help customers modernise collaboration, increase productivity and embed AI-powered working across their



organisation. This enables businesses to drive innovation, unlock significant efficiency gains and realise meaningful, lasting transformation.

